



# COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County  
Board of Supervisors

Gloria Molina  
Yvonne Burke  
Zev Yaroslavsky  
Don Knabe  
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2006

## PUBLIC MEMBERS

### **First District**

Vacant  
Vacant

### **Second District**

Paula G. Leftwich  
John O. Murrell

### **Third District**

Lucy T. Eisenberg, Esq., Chair  
Janice Kaminer-Reznick, Esq.

### **Fourth District**

Jean F. Cohen  
Maria Tortorelli, Esq.

### **Fifth District**

Reginald Brass  
Susan Speir, Vice Chair

## GOVERNMENT MEMBERS

### **Chief Information Office**

Jon W. Fullinwider

### **Department of**

**Children and Family Services**  
David B. Sanders

### **Department of**

**Public Social Services**  
Bryce Yokomizo

### **Child Support Services**

**Department**  
Philip Browning

### **Los Angeles Superior Court**

David Jetton

## EX OFFICIO MEMBERS

**California Department of**  
**Child Support Services**

Mary Lawrence

### **Franchise Tax Board**

## CHILD SUPPORT ADVISORY BOARD MINUTES

April 21, 2005

### Present

### Absent

1<sup>st</sup> District, George Gliaudys, Jr., Esq.

2<sup>nd</sup> District, Paula Leftwich

2<sup>nd</sup> District, John Murrell

3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.

3<sup>rd</sup> District, Betty Nordwind, Esq.

4<sup>th</sup> District, Jean Cohen

4<sup>th</sup> District, Maria Tortorelli

5<sup>th</sup> District, Reginald Brass

5<sup>th</sup> District, Susan Speir

Superior Court, David Jetton

Department of Public Social Services,

Rosie Ruiz for Margaret Quinn

CA Department of Child Support Services

Annette Siler

1<sup>st</sup> District, Jane Preece, Esq.

Children and Family Services,

Patti Griffin

Franchise Tax Board,

Debbie Strong

Chief Information Office,

Jim Hall for Jon Fullinwider

### Guests

Lori Cruz, Deputy Director, CSSD

Wayne Doss, CSSD

Lisa Garrett, CSSD

Gail Juiliano, CSSD

Carol Mentell, CSSD

James Maher, CSSD

Joan Otsu, CSSD

Lawrence Hill, SEIU Local 660

### Staff

Lee Millen, Board of Supervisors

Twila P. Kerr, Board of Supervisors

### CALL TO ORDER

*Chair Eisenberg* called the meeting to order at 9:35 a.m., in the Sybil Brand meeting room.

## **BOARD CHAIR'S REPORT**

There was none.

## **DIRECTOR'S REPORT**

Philip Browning, Director, CSSD, reported the following:

- The County budget was submitted to the Board of Supervisors last Tuesday; there was a split vote and the Board will vote again next week;
- The current budget was submitted as a flat budget as in the last three years. Due to inflation, the budget allocated has a decreased value, and CSSD has 200 fewer staff budgeted than three years ago; other counties are facing similar problems;
- CSSD retains approximately \$1 million from *TANF* collections and foster care cases, and together with Federal monies supplemental funding stands at \$3 million. If not for the \$3 million and Section 28 monies, a significant number of staff layoffs would occur;

In response to Member Tortorelli, Mr. Browning noted that the budget contains twice the amount of Federal funding than State or County monies. Annette Siler, Regional Administrator, DCSS, explained that *because of the federal penalty*, the State is charged 30% of every Federal dollar spent. Also, the State Department of Finance has advised that since the automation penalty is at \$200 million per year, they would not support additional funding for County general funds unless counties agreed to pay *the additional cost* of the federal penalty.

- In the last few weeks hiring has occurred to backfill 15 CSO positions, and staff has been moved from the Call Center to work on current support;
- CSSD has devoted significant amount of staff time to work on the CCSAS project;
- A meeting is scheduled this week with DCSS to discuss certification. A completion goal of 2008 was anticipated, with \$1.4 billion paid in penalties. However, the Governor prefers a 2006 completion date and therefore an aggressive plan has been implemented to meet that goal;
- CSSD has four staff members in Sacramento to review I.T. policy concerning the new State Automation System. CSSD has a huge task to clean up data prior to converting to the new system. Staff has participated in numerous hours of training to review every form and document for the new system. By this time next year all payments will be going to the State for handling;
- There are three Counties on ARS (Los Angeles, San Diego and Orange County) and all other counties are on CASES;
- AB 667 (Jones) proposes unrealistic performance expectations for county child support programs. The National Center for Youth Law has advocated this new proposal that will dramatically change the program standards in two phases; (1) Counties have one year to comply; and (2) the Director of Child Support is dismissed or the County incurs a significant cost;
- An early analysis of AB 667 indicates that Counties would redirect their efforts to a performance priority. Currently, CSSD has a significant number of resources committed in CCSAS. In the event AB 667 is chaptered, child support would need to redirect their

resources back to performance and would receive approximately \$25 million in statewide incentives;

- The California Association of Counties and SEIU Local 660 oppose AB 667. CSSD plans to educate legislators and assembly committee members regarding the pros/cons of the bill; DCSS is currently reviewing the bill's fiscal impact,

In response to Chair Eisenberg, Director Browning noted that the Board of Supervisors will take a position on AB 667; a copy of the position paper will be forwarded to CSAB and Annette Siler.

- To comply with the directives of the bill's objectives and performance measures, CSSD would have to take staff time from the CCSAS project. However, the County is currently \$44 million under-funded as it relates to equity of funding;
- An additional concern with the bill is that the State can fire the agency director; it appears that the real purpose of the bill is for a State take over of the child support program;

In response to Member Tortorelli, Lori Cruz noted that she reviewed the bill and it appears that none of the counties in California will meet the nation wide average of 59%, and none can comply with its five measures.

Chair Eisenberg requested an update next month on AB 667, and also on the written process required to notify customers that they can request an order modification.

Chair Eisenberg suggested changing the meeting to accommodate Director Browning's scheduled county meetings. Following discussion, Chair Eisenberg agreed to take a tally of Members and report back at the next CSAB meeting.

(Director Browning was excused from the meeting at 10:15 a.m.)

## **DCSS REPORT**

Annette Siler, Regional Administrator, DCSS, reported that DCSS had its first budget hearing in the Senate on April 7, 2005. Discussion included Federal penalties, the CSAS project, additional amendments to the contract, and the status of *Compromise of Arrears Program* COAP implementation. No decisions were made and the next budget hearing is scheduled on April 28<sup>th</sup>. The Assembly hearings are scheduled on May 4<sup>th</sup>, and the budget revision hearing is scheduled on May 19<sup>th</sup>.

A draft letter regarding Allocation will be routed next week; basically all County budgets will remain flat. Also, DCSS is seeking a third party to review the Budget Allocation workgroup report and Los Angeles County's minority report. A letter soliciting *interest* was sent to Universities and Colleges to no avail; an RFP will be issued to seek a third party.

Ms. Siler reported that the new notice to withhold form, currently used in the Courts, is a Federal form and the State cannot modify it. For all IV-D cases, DCSS is working with the consortium's system (ARS and CASES) to program a cover sheet to enable the form to capture all information needed for case processing.

Ms. Siler agreed to schedule a presentation for the June CSAB meeting on the implementation of

the SDU and the handling of IV-D and Non IV-D cases; Los Angeles County will be the last county to transfer to SDU in March 2006.

In response to Vice-Chair Speir and Member Nordwind, Ms. Siler noted that the vendor/service provider is under contract for the first year of operation to have a Non IV-D customer service center with an 800 number. The proposal for the Call Center is under review. A single statewide system will be in place by 2008.

Chair Eisenberg requested a CCSAS update next month.

In response to Vice-Chair Speir, Ms. Siler noted that *filing a case registry* form is not a requirement in processing the *Non IV-D* payment. The SDU contractor/service provider is required to contact employers and capture the Non IV-D wage withholding information beginning in October 2005; data would then be inputted for processing. The service provider will provide outreach to the CPs, NCPs and employers. The *outreach* plan is currently being worked on along with the provisions for direct deposit.

#### **APPROVE MINUTES OF MARCH 17, 2005**

On motion of Member Murrell, seconded by Member Tortorelli and unanimously carried, the minutes of March 17, 2005 were approved.

#### **DISCUSS PERFORMANCE MEASURES, including data on intake benchmarks**

Gail Juiliano, CSSD, reported on the four main areas to be monitored in Central Intake: (1) to assure referrals are processed within the 20 day requirement; (2) comparative analysis of the number of new S & C's; (3) S & C's returned served to include a breakdown of personal service and sub-service; and (4) court order requests. The data in the Central Intake Benchmark report is used to conduct comparative analysis.

Chair Eisenberg requested that the Central Intake Benchmark Report be distributed to Members on a quarterly basis.

Lori Cruz, Deputy Director, CSSD, reported that the BUZZ, features CSSD's special collections and performance efforts. Current support in March 2005 was 47.39%, and year-to-date is at 41.91% compared to 45% in 2004. Member Nordwind requested a report on current collections in June based on orders entered.

In response to Chair Eisenberg, Ms. Cruz noted that the chart indicates the percentage of orders established monthly, and the dramatic change in March is due to an increase that month to 58% in reserve orders. The data can be examined from another month to determine if this is a trend or an aberration. Chair Eisenberg requested a report next month on a breakdown of types of reserve cases processed.

In response to Member Tortorelli, Ms. Cruz noted that more than 50% of reserve orders are set at presumed income.

In response to Chair Eisenberg, Ms. Siler agreed to report back next month on the State's policy for orders with no earning history, *and information county by county, if available.*

Vice-Chair Speir reported that the Wage Assignment Committee has been working on Locate and have found that Los Angeles County data *is obsolete; this has been reported by the Wage Assignment Committee.*

(Chair Eisenberg was excused from the meeting at 11:15 a.m.)

### **REPORT ON IMPLEMENTATION/EFFECTIVENESS OF NEW AUDIT TOOLS**

Joan Otsu, CSSD, reported that audit delays were identified as a significant reason for complaints at State hearings. As a result, a workgroup was created to address the problem. The workgroup developed procedures and training information that has been used to train staff during the last six months; since then, a noticeable reduction in audit requests have occurred.

A case preparation worksheet is used to better prepare cases and it has served to streamline the audit result procedure. The biggest improvement has been the Audit Tool and Excel spreadsheet program interface with ARS. The Audit Tool has eliminated manual input and now saves an enormous amount of time for auditors.

The Audit Division quickly responds to all issues, and non-priority audits are processed with no backlog. Once the tool is improved, it is anticipated that Audit will operate 50% faster.

### **REPORT ON SEVEN NEW WORKGROUPS**

Lori Cruz reported that the seven new workgroups are:

- (1) Changing Culture in the Department
- (2) Credit Card payments – DCSS requested it be canceled. [Ms. Siler explained that DCSS did not want the customer inconvenienced by a possible delay during the *State Disbursement Unit (SDU)* rollouts.]
- (3) AB 252 implementation – 221 motions have been filed, 10 courts have granted motions, \$2,545 have been taken from the system, and \$180,000 in arrears have been done away.
- (4) Utilization of Paternity Disestablishment status – workgroup is studying
- (5) Should CSSD offices accept cash payments – cash payments not accepted to protect NCP and CP in Division.
- (6) 100% Case Review – shelf review conducted, 100 cases reviewed, 50% were arrears, ran a list on current support and will review again.
- (7) Utilizing Customer Service to improve collections – research different methods to provide service; advance what is being done currently, and update letters on ARS.

Vice-Chair Speir requested a follow-up written report at the June CSAB meeting.

### **UPDATE ON ISSUE REGARDING INACCURATE DATA IN PERFORMANCE MEASURE REPORT**

Gail Juiliano reported that due to inaccuracies in the data the MCC/MCI log was omitted this month. Ms. Cruz reported that a pilot program was established and implemented yesterday for Divisions I and II to utilize similar functions in ARS to route calls to Divisions. The goal is to have one system where data elements will transfer without a manual process. A report will be presented in July.

Member Nordwind requested that she receive the DCSS report; Vice-Chair Speir requested that she and Chair Eisenberg also receive the DCSS report, including the Money on Hold report.

In response to Member Tortorelli, Ms. Cruz will consult with Mr. Golightly on whether the money on hold will again be listed on the website.

### **UPDATE ON SPECIAL PROJECT FOR UPWARD MODIFICATION OF RESERVED ORDERS**

Lori Cruz reported that 144 reserved orders from December 2004 through January 2005 were reviewed; 49 cases had the same address for the CP/NCP, and 89 showed the NCP as employed. Letters have been forwarded to employers for an income expense declaration.

*Following discussion, Ms. Cruz agreed (1) to have staff call a small sample of the 49 cases where the cp/ncp had the same address to verify if that information was correct; (2) to have staff call the 89 cases where they have a verified employer if the I&E has not been returned to see if it has been received and ask if it was going to be sent back or if they needed help in filling it out; and (3) to respond to the questions that Vice Chair Speir had previously given to her in writing on this issue and which she has not responded to.*

(Member Jetton was excused from the meeting at 11:50 a.m.)

### **UPDATE ON THE 15 BPR RECOMMENDATIONS APPROVED BY DIRECTOR BROWNING FOR IMPLEMENTATION**

Wayne Doss distributed a hand-out outlining the 15 BPR recommendations and presented a brief summary. Discussion ensued, and Vice-Chair Speir requested a written report on the status of recommendations 1, 4, and 9, and an update on number 15.

### **REPORT ON NEW PROCESS FOR DOCUMENTING REPORTS OF WELFARE FRAUD**

This item was deferred to next month.

### **MATTERS NOT ON THE POSTED AGENDA (to be presented and placed on a future agenda)**

There was none.

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**ADJOURNMENT**

The meeting adjourned at 12:20 p.m.